

**2018 - 2019
TSMSS Board**

DeAndra Crawford, MBA, CPCS, CPMSM
President

Amanda Pierce, CPCS, CPMSM
President-Elect
Conference Chair

Jennifer Rich, MHA, CPCS, CPMSM
Past President

Marie Cruthirds, CPMSM
Secretary

Brooke Huseman, CPCS
Treasurer

Brianna Foulkrod, CPCS, CPMSM
Director-At-Large &
Conference Co-Chair

Karen Towers-Choyce, CPCS
Director-At-Large
Membership Chair

Alexis Dimes, CPMSM
Director-At-Large &
Communications Chair

Lisa Camacho, CPCS
Director-At-Large &
Chapter Liaison

Courtney Rienets, MBA, CPMSM
Director-At-Large &
Education Chair

Kendra Zepeda, CPCS, CPMSM
TSMSS Administrator



**TSMSS 42nd Annual Conference &
Exhibition Brochure
April 23-27, 2019
San Antonio Marriott River Center**



Invitation to Attend

We invite you to join us for the **42nd Annual Conference and Exhibit** of the Texas Society for Medical Services Specialists. This year we will visit San Antonio, Texas from April 23-27, 2019. All conference activities will take place at the San Antonio Marriott River Center located within steps of the famous Riverwalk.

This year's theme, education, and events will center around advancing the profession into the future and paving the way for years to come. The goal this year is for Medical Services Specialists to think onward and upward and realize the unique benefit each brings to the future of the industry. You will not want to miss this 3-day conference packed full of outstanding educational sessions and excellent networking opportunities at affordable prices!

TSMSS will be supporting local charity, Dress for Success San Antonio & Career Gear San Antonio. A collection table will be available so plan to bring gently used men's and women's business attire for donation.

Who Should Attend


The 2019 Annual Conference and Exhibition is especially designed for Medical Services Professionals. Administrators and other Medical Staff Leaders are invited to attend in order to gain first-hand knowledge of the material presented. This event is open to TSMSS members and non-members. The Conference offers the perfect opportunity for non-members to realize the valuable professional enhancements provided by TSMSS. Managers, supervisors and team leaders are urged to encourage staff members to attend along with them.

Conference Schedule of Events

NAMSS Continuing Education Unit (CEU) toward CPCS and/or CPMSM certifications has been approved for up to **18.5 CEUs** for a full conference registrant. In addition, our conference has also been approved by the National Association for Healthcare Quality (NAHQ) for **33** total CPHQ continuing education hours.

Tuesday, April 23, 2019		
5:00-6:30pm	Early On-Site Registration	
5:00-6:30pm	Opening Reception with hors d'oeuvres, chapter introductions, and networking opportunities!	
Wednesday, April 24, 2019		
7:00-8:00 am	Continental Breakfast and Registration	
8:00-8:10 am	WE-01	President's Welcome & Introductions <i>DeAndra Crawford, MBA, CPCS, CPMSM</i> Door Prizes Elite Sponsor 
8:10-9:30 am	WE-01	Keynote: Ask Outrageously! The Secret to the Future You Really Want Part 1 <i>Linda Swindling, JD, CSP</i>  <p>Ever find yourself on the edge of doing something phenomenal and wondering if it is the right decision and the right time? In a culture that encourages sensitivity and "good" manners, you need tactics and strategies to show up powerfully to negotiate for the best deals at work and in life with confidence and integrity. It's possible to achieve breakthrough results just by asking. You will leave with strategies to: Ask for what you really want, show up powerfully so others will listen, reach winning results with integrity and confidence, create significant connections with key people and attract support for your ideas, and make confident decisions and embrace strategic risk taking.</p>
9:30-9:45 am	Introduction of Sponsors & Exhibitors	
9:45-10:15 am	Refreshment Break – Exhibits Open	
10:15-11:45 am	WE-02	Ask Outrageously! The Secret to the Future You Really Want Part 2 <i>Linda Swindling, JD, CSP</i> Negotiation speaker, author and expert Linda Swindling, JD, CSP, helps leaders enhance business relationships; improve sales opportunities; communicate more effectively so they are heard and understood; and to have the courage and confidence to ask outrageously to get what they really want.
11:45-12:00 pm	Break – Exhibits Open 11:30am-12:30pm	
12:00-1:00 pm	WE-03	Lunch 'n Learn Short Presentation for Dress for Success San Antonio & Career Gear San Antonio Q&A with NAMSS Director at Large
1:00-1:30 pm	Break to next session	
1:30-3:00 pm	WE-04	Credentialing 101 <i>Marie Cruthirds, CPMSM & Kendra Zepeda, CPCS</i>  <p>This session will present foundational elements of credentialing and privileging combined with information on the accreditation standards, as well as how to apply them.</p>
	WE-05	BLOOM WHERE YOU ARE PLANTED! <i>David Spivey, MBA, PhD</i>  <p>Through hands-on learning, you will gain the insights and methods that the best business leaders apply to help build a workplace where people are engaged, committed and passionate about the work they do. Come learn how to be a difference-maker!</p>
3:00-3:30 pm	Door Prizes in Exhibit Hall - Refreshment Break – Exhibits Open	
3:30-5:00 pm	WE-06	Credentialing 102 <i>Marie Cruthirds, CPMSM & Kendra Zepeda, CPCS</i> This session will discuss working with your MEC and Medical Staff leaders to fulfill the MEC's functions and to be effective in your healthcare setting.
	WE-07	FAMOUS LEADERSHIP FAILS <i>David Spivey, MBA, PhD</i> Even well-intentioned leaders can fail because of misinformation. It's time to separate the often-misleading Myths of Leadership from the Truth! In this session you will learn how to avoid the most common leadership mistakes, and discover the simple formula that will equip and empower you to be a catalyst for change in your organization.
5:00-5:45 pm	Exhibits Open	

5:45-7:00 pm	Annual Scavenger Hunt	
7:00-8:30 pm	Post Scavenger Hunt Social	
Thursday, April 25, 2019		
7:00-8:00 am	Continental Breakfast – Registration – Professional Photography	
8:00-8:15 am	Announcements & Scavenger Hunt Results	
8:15-9:45 am	TH-8	<p>Interactive Case Studies <i>John Synowicki, JD</i></p> <p>This interactive session will focus on real cases that hospitals have faced. Attendees will be guided through discussions with peers, then have the opportunity to vote on how you would have handled the facts. This will be a fun and informative session which will provide learning opportunities.</p> 
9:45-10:15 am	Break – Exhibits Open – Professional Photography	
10:15-11:45 am	TH-9	<p>Drug Use and Diversion/Legal Update and NPDB Update <i>John Synowicki, JD</i></p> <p>This session will provide a brief update on recent legal changes and the changes made by the NPDB in the October 2018 revisions to the Guidebook, and will then focus on diversion and drug abuse use issues facing hospitals. This portion will focus on helping hospitals learn how to minimize diversion, efficiently use electronic pharmacies, and will address how to effectively peer review physicians who have used or diverted narcotics.</p>
	TH-10	<p>TMB Update <i>Amy Swanholm, JD</i></p> <p>The presentation outlines the agency's process and rules with the addition of a legislative and policy update.</p> 
11:45-12:00 pm	Break – Transition to Luncheon	
12:00-1:00 pm	TH-11	<p>Annual Business Meeting & Awards Luncheon – DeAndra Crawford, CPMSM</p> <p>TSMSS Past President's Recognition Door Prizes – Exhibitors and Sponsors</p>
1:00-1:15 pm	Break – Exhibits Open	
1:15-2:45 pm	TH-12	<p>Empowered to Survive a Delegation Oversight Audit, Insight from a Health Plan Auditor <i>Katrina Johnson</i></p> <p>This presentation will provide insight from an auditor about the delegation process to included obligations, and expectations. Attendees will leave with knowledge on:</p> <ul style="list-style-type: none"> •How they should be involved in the process before the organization seeks delegation. •How to challenge a finding from an auditor that you disagree with •Coming clean when the auditor finds the “dust bunnies” hidden under the bed
	TH-13	<p>Enter Here, Exit There: Beginning Well and Finishing Exceptionally <i>Kathy Matzka</i></p> <p>This presentation will provide the participant knowledge of various aspects of professional development and self-promotion. This program will also explore developing a succession plan to assure that competent personnel are recruited and trained to fill critical positions in medical staff services.</p> 
2:45-3:15 pm	Refreshment Break – Professional Photography	
3:15-4:45 pm	TH-14	<p>You've been subpoenaed: What to Expect <i>Kathy Matzka</i></p> <p>There will most likely come a time when your facility is sued for negligent credentialing or retention of a physician or other provider. The medical services professional, as the one responsible for the credentialing process, will be a key witness. Additionally, credentialing professionals are often needed as expert witnesses to offer an opinion as to whether or not a facility being sued for negligent credentialing met the applicable standard of care. This program will cover what to expect during the discovery process through trial.</p>
	TH-15	<p>HRO: What Is It and Are You Part Of It? <i>Maggie Palmer, MSA, CPMSM, CPCS</i></p>

		Many healthcare organizations are embracing the values of high-reliability organizations and occupations like air traffic control towers, nuclear power plant, wildlife firefighters, and astronauts. The Paradigm works remarkable well in the promotion of patient safety and efficient healthcare delivery. In this session, attendees will learn how their department can be a High Reliability Department (HRD)
6:00-8:00 pm	President's Fiesta	
Friday, April 26, 2019		
7:00-8:00 am	Continental Breakfast and Registration	
8:00- 8:15 am	Announcements & Final Door Prizes	
8:15-9:45 am	FR-16	<p>Generational Differences in the Workplace <i>Brianna Foulkrod, CPCS, CPMSM</i></p> <p>Are you a Young Professional looking to grow? Do you work in a generationally diverse department and are looking for ways to connect with your coworkers? We suspect everyone's answer is YES! Learn ways to understand, recruit, manage, engage, and utilize "Young Professionals" and help shape the future of TSMSS!</p>
		
9:45- 10:00 am	Break	
10:00-11:30 am	FR-17	<p>Tips for the MSP from a Legal Prospective <i>Paula Shiroma-Binder, JD</i></p>
See you in Houston 2020!		

NAMSS Courses Schedule of Events

Friday, April 26, 2019		
7:00-8:00 am	Continental Breakfast (with Conference Participants) and Registration	
8:00a-4:00 pm	FR-18	<p>Credentialing Specialist (CPCS) Certification Preparation Course (Part 1 of 2) <i>Maggie Palmer, MSA, CPMSM, CPCS</i></p> <p>During the CPCS course, participants will work through a series of interactive activities including scenario-based exercises and case studies supplemented with in-class learning facilitated by an experienced NAMSS instructor. A key focus of the course is your development of a personalized plan for post-workshop study and preparation to take the examination. The course includes pre-workshop preparation materials which you will need to complete prior to class and access to comprehensive supplementary resources to help you prepare for the exam.</p>
10:00 am	Break	
12:00-1:00 pm	Lunch on Your Own	
2:30-3:00 pm	Refreshment Break	
Saturday, April 27, 2019		
7:00-8:00 am	Continental Breakfast and Registration	
8:00a-4:00 pm	SA-19	<p>Credentialing Specialist (CPCS) Certification Preparation Course (Part 2 of 2) <i>Maggie Palmer, CPMSM, CPCS</i></p>
10:00 am	Break	
12:00-1:00 pm	Lunch on Your Own	
2:30-3:00 pm	Refreshment Break	

Conference Registration Information

Register Online at www.TSMSS.org/event/2019AnnualConference

Full conference registration includes all educational sessions and access to all activities on Tuesday, April 23 through Friday, April 26. One-day registration includes all educational sessions on Wednesday, Thursday, or Friday. Anyone wishing to register for more than one day should register at the applicable *full* conference registration rate except for NAMSS Course registrants (see special pricing offered). All registrations include continental breakfast. Lunch is included with registration on Wednesday and

Thursday, and professional head-shots are included for all Thursday registrants. The schedule will note any additional expenses for the evening social activities.

The most convenient and secure way to register is to use our secure site to pay with a credit/debit card at <http://www.tsmss.org/event/2019AnnualConference>. Online registrants for the conference and/or NAMSS courses will receive confirmation via email after registration has been completed. If you prefer to pay by check, please register online, select to pay by check/money order, and mail full payment to **TSMSS, PO Box 721885, Houston, TX 77272**. Confirmation letters for conference and/or NAMSS course registrants who mail their registration form will be emailed approximately 10 days after receipt of payment. Full payment by credit/debit (online) or check (by mail) is due at the time of registration. Registration fees are determined by the date that full payment is received.

Registration Cancellation Policy

- Event Ticket Protection is available to you through a 3rd-party insurance partner, Allianz Global Assistance at 5.75% of the event ticket price. Click [here](#) to review their cancellation policy. **If purchasing event protection you must pay by credit card. This is not an option for those paying by check.**
- Cancellations received by 03/1/2019 - 100% refund (less \$50 cancellation fee)
- Cancellations received after 03/1/2019 and before 3/31/2019 - 50% refund (less \$50 cancellation fee)
- Cancellations received on or after 3/31/2019 - No Refunds will be issued

Registration Transfer Policy

Registrations may be transferred to another individual, and will incur a \$50 change fee. TSMSS must receive a transfer request from the original registrant as a formal request sent to info@tsmss.org.

42nd Annual TSMSS Conference Fee Information

Days	TSMSS Member		Non-Member	
	Payment Rec'd On/Before 03/20	Payment Rec'd After 03/20	Payment Rec'd On/Before 03/20	Payment Rec'd After 03/20
Full Conference	\$475	\$550	\$560	\$635
Wednesday Only	\$315	\$390	\$380	\$455
Thursday Only	\$335	\$410	\$400	\$475
Friday Only	\$160	\$235	\$225	\$300
Conference Proceedings*	\$35 per copy for Members & Non-Members**			
*Not available after 03/31/19. A limited number of printed conference proceedings will be available onsite. **Conference Proceedings will be available for self-print at no cost at least one week prior to Conference.				

NAMSS Course Fee Information

TSMSS is excited to host the NAMSS CPCS Certification Preparation Course as well as the new Leadership Certification Course!

To celebrate the occasion, TSMSS is offering NAMSS Course registrants the opportunity to attend the first two full days of the TSMSS Conference for only \$7 more than the Thursday-only price! Now that's a deal!

Days	TSMSS Member		Non-Member	
	Payment Rec'd On/Before 03/20	Payment Rec'd After 03/20	Payment Rec'd On/Before 03/20	Payment Rec'd After 03/20
NAMSS Course (CPCS)	\$569	\$629	\$669	\$729
<u>SPECIAL PRICING:</u>	<u>\$911</u>	<u>\$1046</u>	<u>\$1,076</u>	<u>\$1,211</u>
Wednesday & Thursday Conference plus	\$342	\$417	\$407	\$482
NAMSS Course (CPCS)	\$69	\$629	\$669	\$729

Air Travel & Ground Transportation Information

San Antonio International Airport (SAT): <https://www.sanantonio.gov/sat> The hotel is approximately 10 miles from the San Antonio International Airport.

Ground Transportation: The hotel does not provide shuttle service to/from the airport; however, Super Shuttle is available. Please visit their website for rates and reservations - <https://www.supershuttle.com/locations/sanantonio-sat/> or call (800) BLUE VAN (258-3826).

Accommodations



A block of guest rooms has been reserved for TSMSS at a discounted rate of \$159 for a King Suite or Standard room (room rates include complimentary internet, pool access, gym access, and discounted overnight self-parking at \$25.00)

To receive the special discounted rate:

You may also call in-house reservations Monday-Friday 8:30-5:00 at [800-228-9290](tel:800-228-9290).

The cut-off date to receive the conference discount is **Saturday, April 9, 2019**. After April 9th, reservations will be accepted on a space available basis only. We encourage you to make plans to spend more time in San Antonio and enjoy the discounted group rate, based on availability.

Just steps outside our doors is Texas' #1 attraction, the famous Riverwalk!

All TSMSS 42nd Annual Conference & Exhibition sessions will take place at San Antonio Marriott River Center, a beautiful hotel situated on the Riverwalk. Guests can enjoy great restaurants, exciting nightlife, and the always enjoyable river boat tours. The Riverwalk is commonly referred to as the "world's largest hotel lobby," allowing you to stay in a safe area of excitement close to your hotel, making it easy to network with attendees and exhibitors. There is also no need for you to be waiting in long cab lines to get somewhere-- San Antonio is truly a walkable city.

A stay at San Antonio Marriott Rivercenter places you in the heart of San Antonio, within a 10-minute walk of River Walk and Alamo. You will truly experience as the location is within steps of over 100 authentic restaurants, shopping and night life options! This 4-star hotel is 1.6 mi (2.5 km) from Alamodome and 10.3 mi (16.5 km) from Lackland Air Force Base.

We are excited to announce that our conference will coincide with the infamous Fiesta San Antonio, a celebration of San Antonio's rich and diverse culture. Fiesta is a 10-day celebration that includes events such as carnivals, tours, military performances, technology and art exhibitions, food and beverage booths, mariachis, fitness events, parades, and much, much more! For a complete schedule and description of events, visit <https://fiestasanantonio.org/>



Photographer on Premises

A photographer will be on site to document the TSMSS events and activities. Photographs and video footage are the sole property of the Texas Society for Medical Services Specialists. By registering for and/or attending this conference and its events, attendees understand that TSMSS may use their likenesses for promotional purposes. If you do not wish to be photographed, please notify the on-site photographer.

Theme and Philanthropy Mission

This year's theme, is about advancing the profession into the future and paving the way for years to come. To have a little fun with

this we are going Back To The Future with some 1980's enthusiasm! We encourage you to dress casual and fun (albeit appropriately) to celebrate the theme. Think, crimped hair, neon, corduroy, fanny packs, and slap bracelets.

This year, TSMSS is proud to announce that we have selected Dress for Success & Career Gear as organizations we will support on an ongoing basis. Dress for Success & Career Gear target the needs of low-income women and men by promoting economic security and self-sufficiency to break the chains of generational poverty through job preparation, employment retention and career development programs. Their primary focus is on career development and support, with clothing as a tool to complete a professional presentation. Dress for Success and Career Gear have affiliates in each city TSMSS conferences are held; thus, we will be able to coordinate annual donations across the state of Texas.

Sponsors & Exhibitors

Some of the industry's leading companies, with products and services that impact the profession of Medical Services, will be available for face-to-face consultation and education during the conference. Please take the time to visit them all and thank them for supporting TSMSS. We want to thank the following 2018 Elite, Platinum and Gold Sponsors.



Evening Networking & Social Events

Several events have been arranged to allow conference attendees, speakers, sponsors and exhibitors an opportunity to network in a social setting. Enjoy old acquaintances or take the chance to interact and build new relationships with those who already have similar interests! Our attendees never fail to have a great time and everyone is welcome at all events! For planning purposes, please help us by indicating your interest in participating in each event when you register.

Tuesday, April 23

- ❖ *Meet & Greet* ★ 5:00-6:30 pm ★ San Antonio Marriott River Center ★ Attendees & Exhibitors can register early, meet the board and chapter representatives, network and enjoy hors d'oeuvres in a casual atmosphere.

Wednesday, April 24

- ❖ *Annual Scavenger Hunt!* ★ 5:45-7:00 pm ★ San Antonio Marriott River Center
- ❖ *Client Appreciation* ★ 7:00-8:30 pm ★ Location TBD by Vendor ★ We encourage the Sponsors & Exhibitors to use this opportunity to schedule time with their existing and potential clients, perhaps for dinner on the infamous River Walk.

Thursday, April 25

- ❖ *Professional Photography* ★ San Antonio Marriott River Center
- ❖ *President's Networking Event* (Dutch/Own Expense) ★ 6:00-8:00 pm ★ Location TBD ★ An opportunity to network with the current, future, and past TSMSS Presidents, Board Members, fellow Attendees, Sponsors & Exhibitors in a social setting one last time before leaving!

We look forward to you joining us to celebrate our 42nd Conference!